

**Illinois Bell Telephone Company
Service Quality Component**

	<u>2004 Results</u>	<u>Benchmark</u>
<u>Measure #1:</u>		
Installation within 5 Business Days	98.82%	90.00%
<u>Measure #2:</u>		
Trouble Reports per 100 Access Lines	1.58	2.66
<u>Measure #3:</u>		
Out-of-Service over 24 Hours	4.2%	5.0%
<u>Measure #4:</u>		
Operator Speed of Answer- Toll, Assistance and Information	4.86	5.65 secs
<u>Measure #5:</u>		
Repeat Trouble Rate Installation	11.64%	16.90%
<u>Measure #6:</u>		
Repeat Trouble Rate Repair	9.38%	13.92%
<u>Measure #7:</u>		
Missed Installation Commitments	2.61%	10.00%
<u>Measure #8:</u>		
Missed Repair Commitment	7.60%	9.58%
<u>Measure #9:</u>		
Average Speed of Answer-Repair	42.51	60 secs
<u>Measure #10:</u>		
Average Speed of Answer- Customer Calling Centers	39.25	60 secs